

PBL Module #3 Handout

Katie Anderson—PBL Module #3

Characters and Demographics

- School mandated reporter(s) initiating call to child abuse and neglect hotline
- Child abuse and neglect hotline operator (by phone)

Background Information

School personnel decided to place a call to the child abuse and neglect hotline due to suspicions of abuse based on information learned about the Anderson family. Mx. Wilson, Katie Anderson's kindergarten teacher, gathered more information following an observation of Katie engaging in sexualized doll play. Relevant information to report may include material gathered during Modules #1 and #2.

Simulation

Volunteers playing roles of available characters (see above) have received profiles with character specific information about the scenario, their character's role and their character's potential responses. However, they do not have any information about the other characters.

- School personnel designated to make the mandated report will initiate the simulated call to the Child Abuse and Neglect Hotline to report suspected abuse.
- The hotline operator will gather relevant information from the mandated reporter(s) and make a decision about what are the appropriate next steps.
- The hotline operator may choose to engage with the mandated reporter(s) available during the simulated phone call.
- Once engaged, other characters, may engage already "activated" characters or they may initiate engagement with other available characters deemed appropriate.

